

10/24/03

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835 HANOVER STREET, SUITE 301
MANCHESTER, NEW HAMPSHIRE 03104

FACSIMILE TRANSMISSION

DATE: October 21, 2003

TIME: 11:14 AM

TO: United States Patent and Trademark Office
Refund Department

PHONE: 703-305-4229
FAX: 703-308-5077

FROM: Bourque Law Offices
Manchester, New Hampshire

PHONE: 603-623-5111
FAX: 603-624-1432

RE: Method and Apparatus for Controlling a Contact
Our Reference: CELLIT-005XX
Serial No.: 09/595,697
Filing Date: June 16, 2000
Number of pages including cover sheet: 6

Original of this document to be mailed as well: ☐ YES ☒ NO

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If there is a problem with this fax transmission, please call,

Dear Sir/Madam:

Please confirm receipt of this refund request at 603-624-1432.

Thank you.

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Laurence J. Fromm
Serial No. : 09/595,697
Filed : June 16, 2000
For : Method and Apparatus for Controlling a
Contact Center
Attorney's Docket : CELLIT-005XX
Examiner : Al Aubaidi, Rasha S
Group Art Unit : 2642

I hereby certify that this correspondence is being sent via facsimile to:
Refund Department, Commissioner of Patents, Alexandria, VA on October 21, 2003
at facsimile no. 703-305-5077.

By Richard J. Musgrave
Richard J. Musgrave
Registration No. 44,960
Attorney for Applicant(s)

REFUND REQUEST

Commissioner for Patents
Alexandria, VA 22313-1450

Dear Sir or Madam:

Applicant respectfully requests a refund in the amount of
\$110.00 as explained in greater detail hereinbelow.

On April 23, 2003, an Office Action containing a Restriction Requirement was mailed in the present application. A copy of the Office Action containing the Restriction Requirement is enclosed evidencing a three (3) month deadline. A fully responsive Response to the Restriction Requirement was filed on June 10, 2003, which is within the three (3) month deadline. Accordingly, Applicant requests a refund in the amount of \$110.00 for fees

In re: Laurence J. Fromm
Filed: June 16, 2000
Serial No.: 09/595,697
Page 2

incorrectly charged on June 19, 2003 to our deposit account.

Respectfully submitted,

Laurence J. Fromm

By Richard J. Musgrave
Richard J. Musgrave, Esq.
Registration No. 44,960
Attorney for Applicant(s)
BOURQUE & ASSOCIATES, P.A.
835 Hanover Street, Suite 301
Manchester, New Hampshire 03104
Telephone: (603) 623-5111
Facsimile: (603) 624-1432
Date: October 21, 2003

Applicant: Lawrence J. Fromm Atty Docket CELLIT-005XX
 Title: Method And Apparatus For Controlling A Contact Center
 Filed: 6/16/00 Serial No: 09/595,697 Patent No: _____
☒ Sent 1st Class US Mail on: 6-16-00 Sent Express Mail# _____ on _____
☒ Transmittal letter in triplicate. Check #: _____ Amount: \$ _____
☐ Patent Application consisting of _____ pgs. of Specification; pgs. _____ of claims
 1-____; pgs. _____ of Abstract and _____ sheets of Figs. _____ [] formal [] informal
☐ Declaration and Power of Atty. [] _____ Priority Document _____
☐ Assignment Recordation Form [] Assignment to: _____
☐ Letter to Chief Draftsman [] Issue Fee Transmittal Form
☐ _____ sheets informal drawings; [] _____ sheets of formal drawings
☒ Amendment/~~Response~~ dated _____ consisting of 2 pgs.
☐ Citation of Art. Form 1449 _____ pgs. with _____ references enclosed
☐ Information Disclosure Statement [] Req. for Corrected Filing Receipt
☐ Notice to File Missing Parts [] Letter Under Rule 37 CFR 1.53
☐ Petition for Extension of time for _____ mos.; [] Certificate/letter of Correction
☐ Other: _____

KO

CELLIT-005XX



835 Hanover Street, Suite 301
 Manchester, New Hampshire 03104
 (603) 623-5111 Fax (603) 624-1432
<http://www.nhpatlaw.com>

Dear Client:

Enclosed for your records is a copy of the recent filing that we made on your behalf with the U.S. Patent and Trademark Office. No further action is needed on your part at this time. As soon as we have heard from the Patent and Trademark Office, we will provide you with further information.

Response to Office Action (4/23/03) 6/16/03

KO



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER OF PATENTS AND TRADEMARKS
Washington, D.C. 20231
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/595,697	06/16/2000	Laurence J. Fromm	CELLIT-005XX	1727

7590 04/23/2003

Bourque & Associates PA
835 Hanover Street Suite 301
Manchester, NH 03104

EXAMINER

AL AUBAJDI, RASHA S

ART UNIT

PAPER NUMBER

2642

6

DATE MAILED: 04/23/2003

28 2003

Please find below and/or attached an Office communication concerning this application or proceeding.

Cellit-005XX

Office Action Summary

Application No.

09/595,697

Applicant(s)

FROMM, LAURENCE J.

Examiner

Rasha S AL-Aubaidi

Art Unit

2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 16 June 2002.
- 2a) ☐ This action is FINAL. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-28 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☐ Claim(s) _____ is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☒ Claim(s) 1-28 are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
* See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____
- 4) ☐ Interview Summary (PTO-413) Paper No(s) _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____